

AKIRA

SHOP NOW



The shopping destination for anyone who loves to turn heads at the party.

AKIRA eats, breathes, and sleeps fashion with a culture that is all about the people.

That remains true to this day...



Starting out in 2002, as a one-store boutique in the trendy neighborhood of Wicker Park, Chicago, AKIRA has since expanded into a 36-store, 500+ employee retail operation known for statement-making, uber-trendy pieces, and expert service.

While American fashion is most commonly featured in New York City or Los Angeles, AKIRA is determined to put Chi-town on the map by leaning on original thinking, strong designers, and curated styles. Fashion is fun at AKIRA, and they're okay with being a little different too, encouraging all to be comfortable in their own skin.

AKIRA keeps its customers at the heart of every decision they make, which most recently led to a partnership with One Step Retail Solutions as they made plans to completely modernize their retail systems to deliver a unified shopping experience, or as they referred to it, "omnichannel shopping paradise," for their customers.

In a statement from Eric Hsueh, Owner of AKIRA:

"We have been using our current retail management system for a few years now and decided that we needed to upgrade to something more modern that could handle the complexities of today's retail market. We decided on [Teamwork's solution](#) because it is a cloud-based, innovative system that is scalable and has custom reporting and dashboard analytics. We can also load the dashboard app and see store sales throughout the day from our phones."



AKIRA's project would feature integration with their Magento-based e-commerce website and support key omnichannel capabilities such as shared customer information and inventory information between their website, stores, and warehouse—encompassing universal customer profiles, gift cards accessible across all channels, [customer loyalty](#), shopping history, full catalog, quantities, and more. As part of the upgrade, AKIRA would gain the ability to centrally manage web orders to support buy online and pick up, ship or return in-store, offering unparalleled convenience to shoppers. Additionally, they would achieve endless customization of reports, data mining for end-users to customize key business data directly, PCI compliant systems to protect customer's sensitive information, and to match AKIRA's sense of style, new Apple iOS-based technologies throughout all 36 stores.

One Step Retail Solutions would be responsible for implementation and support services, as well as project management, to see that the project was delivered on time, within scope and budget.

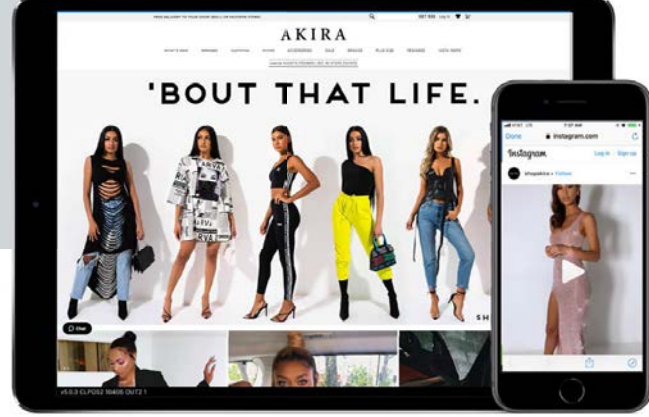
"Even though our start was delayed by unforeseen circumstances by 4 weeks, which would have completely altered our desired go-live date, our One Step project manager was confident that they could make up the time and keep us within scope. Our project manager set up two calls per week to make up for the lost time and pushed everyone on the entire team to hit their deadlines and make sure any issues were handled quickly and efficiently. We had UAT scripts that helped in training our staff and continuing their understanding of the technology even after the official training sessions had ended. During the project we came into contact with other One Step team members, such as the implementation specialists, who were very knowledgeable, providing answers to all of our questions in great detail. We took the option to have an implementation specialist fly to Chicago to help out with our first 5 stores for go-live which proved to be a great decision. We actually ended up going live with 7 stores during this timeframe and once again, the professionalism and knowledge transfer from the implementation specialist proved invaluable to our staff."

—Eric Hsueh, Owner, AKIRA

In the end, One Step Retail was able to complete AKIRA's "omnichannel paradise" in less than 4 months from the initial contract signing. A feat that is unheard of in today's retail landscape.

"I would highly recommend One Step Retail Solutions to anyone for their knowledge, professionalism, and attitude to get the job done right, and on time."

—Eric Hsueh, Owner, AKIRA



Stop by your nearest [AKIRA location](#) or visit [shopAKIRA.com](#) to see what's new.



WHAT'S YOUR 2020 RETAIL VISION?

We partnered with AKIRA to GO LIVE in 36 stores in less than 120 days.

Learn more about how we can help.

[Start the Conversation](#) →